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ABSTRACT

This participant's workbook is part of a training program to teach individuals with physical, intellectual, or emotional disabilities the skills required to cope with common on-the-job situations encountered with one's supervisor and co-workers. The workbook is intended to accompany the long (40-hour) version of the program which incorporates videotaping, self-observation through video feedback, group processing, and cognitive and behavioral interventions. The workbook lists program objectives and includes many simple schematic images to stress important concepts as well as self evaluation and planning guides covering such topics as: common work situations, total image assessment, personal career planning, career ladders, performance inhibitors, performance enhancers, hypothetical vocational situations, and videotape self rating. The entire program consists of print, video, audio, and slide materials. (DB)

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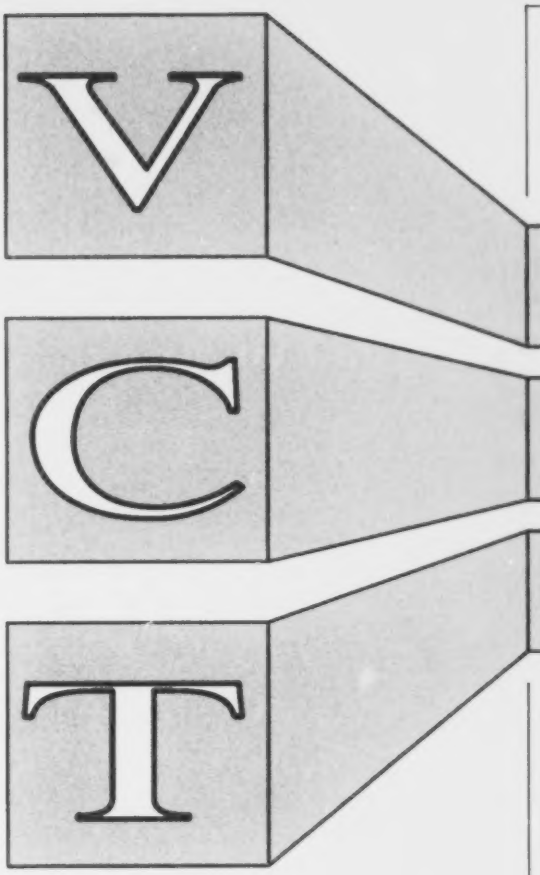

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Participant's Workbook

LONG FORM

Richard T. Roessler
Virginia A. Johnson

Arkansas Research & Training Center
In Vocational Rehabilitation

University of Arkansas, Fayetteville

Arkansas Rehabilitation Services

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Richard T. Roessler
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Vocational

Coping

Training

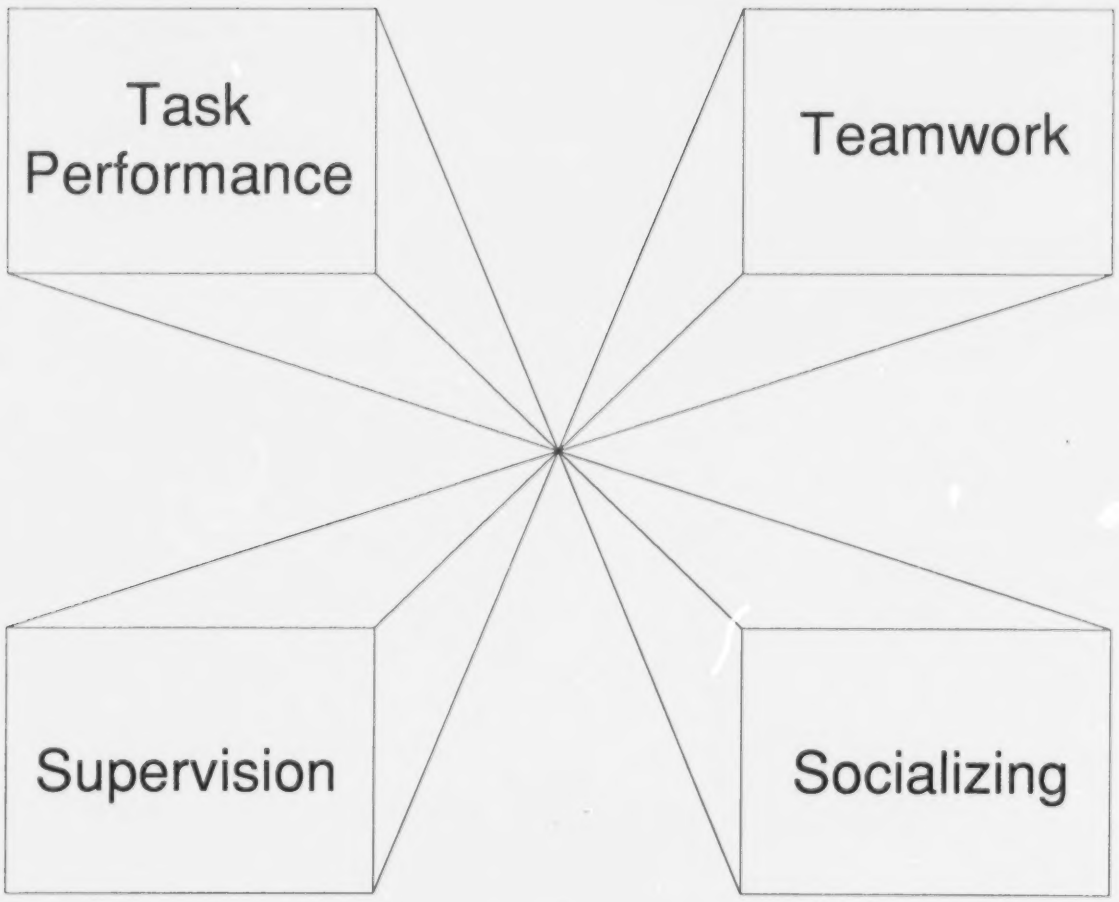
VCT
Program Goal

To learn how to cope with common work situations

VCT
Program Objectives

1. *Convey a positive image as a worker*
2. *Understand what is expected in common job situations*
3. *Use effective vocational coping behaviors*
4. *Solve new job problems when they occur*
5. *Develop good relationships with co-workers and supervisors*

Common Work Situations



Common Work Situations

"What we cope with at work"

Task Performance

1.

2.

3.

Teamwork

1.

2.

3.

Supervision

1.

2.

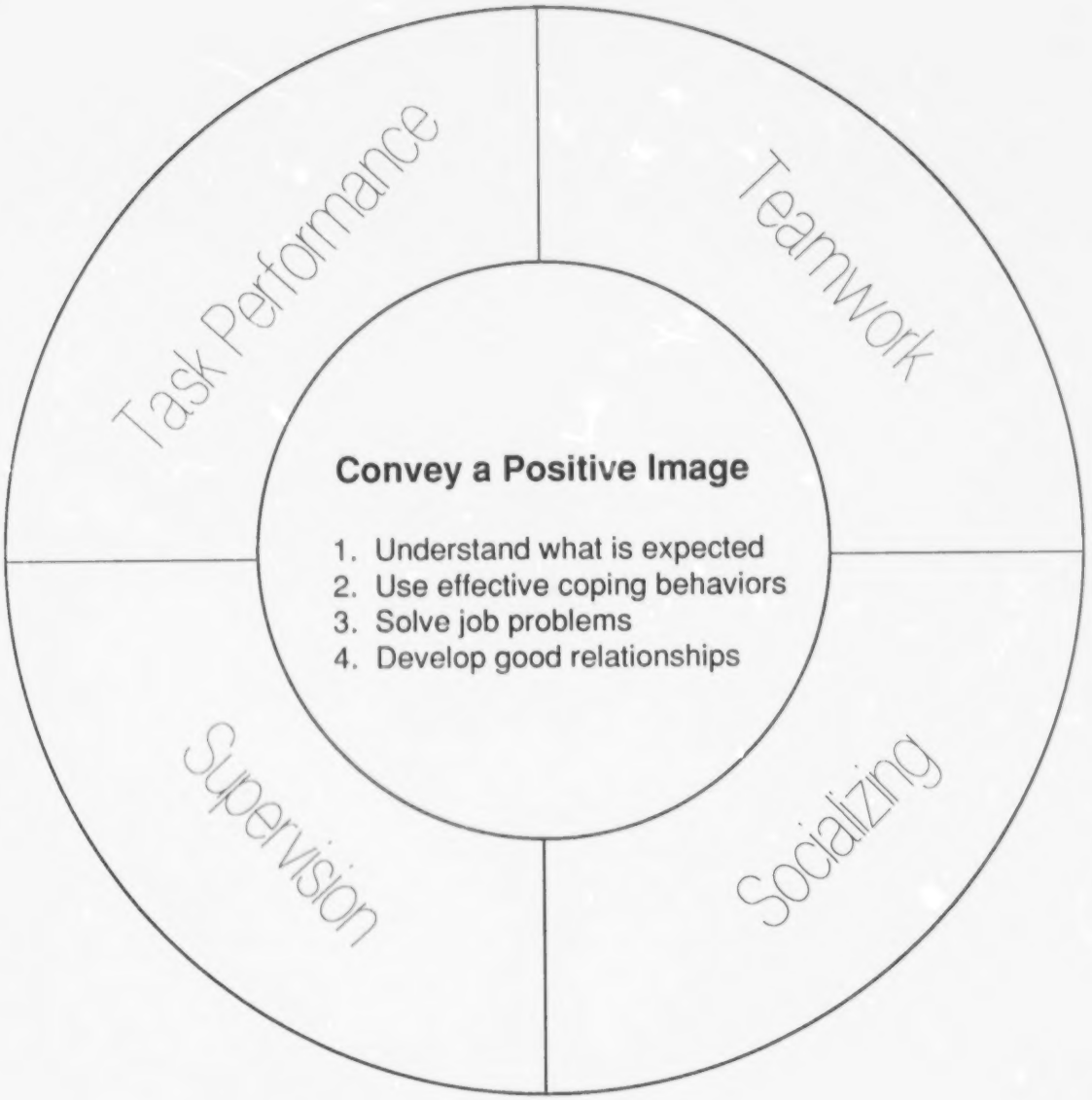
3.

Socializing on the job

1.

2.

3.


Task Performance
Teamwork
Convey a Positive Image
1. Understand what is expected
2. Use effective coping behaviors
3. Solve job problems
4. Develop good relationships
Supervision
Socializing

Total Image Assessment

1. Step up to the camera.

2. Look at yourself on the video screen. Check your posture, dress, and grooming.

3. Think of something that makes you happy, then look at your facial expression. Is it happy? Think of something that makes you unhappy; look at your facial expression. Is it unhappy or sad?

4. Think of something that makes you feel angry. Look to see how your facial expression shows this feeling.

5. It's your first day at work. Pretend that the camera is your new supervisor. Introduce yourself while listening to your voice. Pretend to shake hands with the supervisor. Look at your facial expression. Was it a friendly greeting?

6. Step back from the camera; step up to the camera. Observe your motions on the screen.

7. Check your eye contact. Are you looking straight ahead, down at the floor, off to the side?

VCT Career Plan

Participant _____ Date _____

Establishing Career Directions

1. Jobs I have enjoyed _____

_____

2. Skills I learned _____

_____

Establishing a Career Goal

1. My immediate job goal _____

2. My ultimate career goal _____

Removing Obstacles

1. Personal obstacles: shortcomings that might keep me from achieving my goal _____

_____

2. What I can do about them _____

_____

3. Outside obstacles that might keep me from achieving my goal _____

_____

4. What I can do about them _____

_____

Making a Plan to Accomplish my Job and Career Goals

1. Specific steps I will take to achieve my job and career goals

   A. Training/Education
      1. _____
      2. _____
      3. _____
      4. _____

   B. Part-time Work Experience
      1. _____
      2. _____
      3. _____
      4. _____

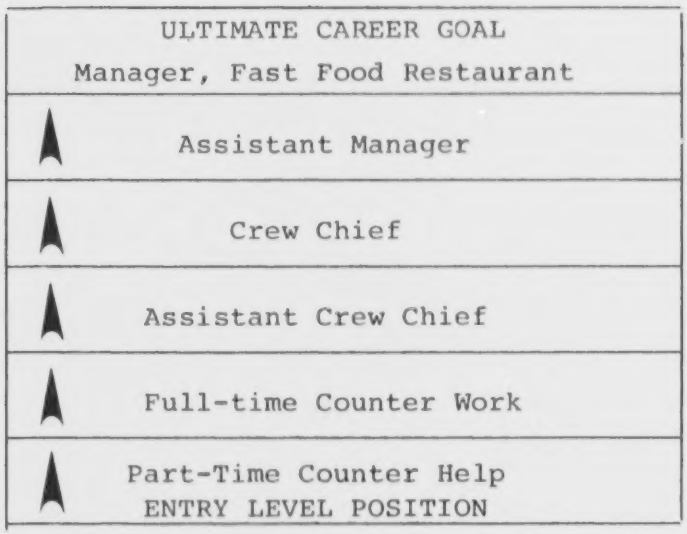
   C. Entry Level Job Alternatives
      1. _____
      2. _____
      3. _____
      4. _____

   D. Upward Career Moves
      1. _____
      2. _____
      3. _____
      4. _____

   E. Resources
      1. _____
      2. _____
      3. _____
      4. _____

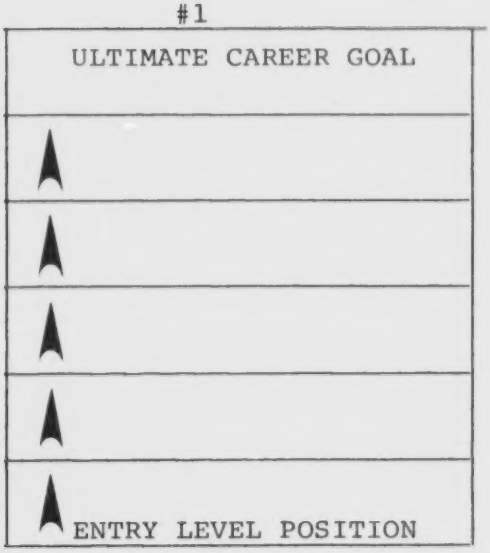
CAREER LADDERS

Sample Ladder



Practice Ladders

#1



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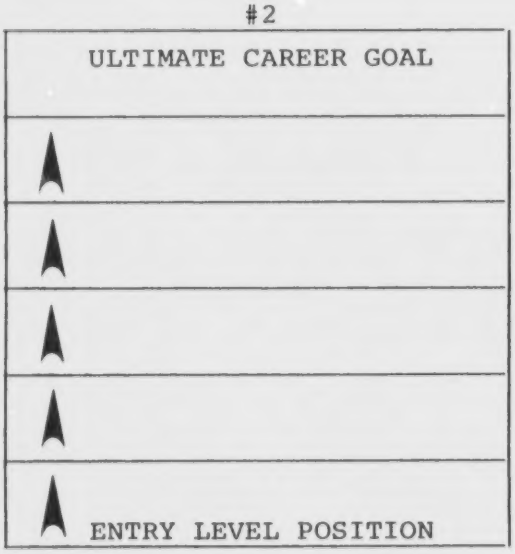
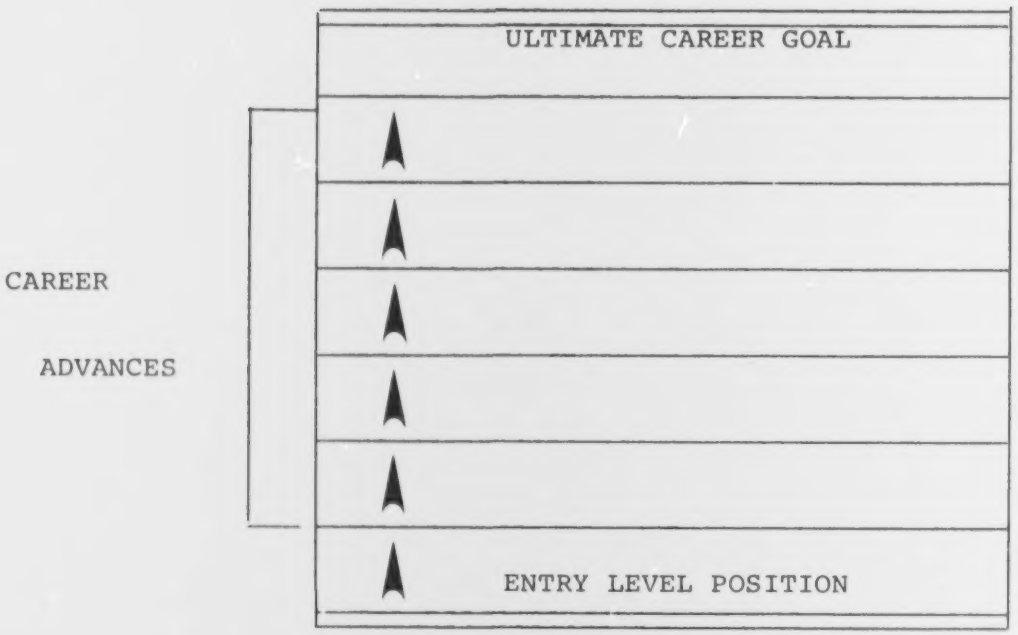


VCT CAREER LADDER



VCT CONTRACT

Participant Responsibilities	Trainer Responsibilities
1. Achieve VCT objectives.	1. Help participants achieve objectives
2. Attend all training sessions.	2. Attend all training sessions.
3. Participate willingly in training activities.	3. Provide VCT instruction.
4. Follow the trainer's directions.	4. Give clear instructions.
5. Relate all training to my career plans.	5. Answer participants' questions.
6. Interact with other trainees in a helpful and friendly manner.	6. Assist participants in a helpful and friendly manner.

VCT Participant Signature_____ VCT Trainer Signature_____

Beginning Date _____ Ending Date_____

WORK EXPECTATIONS	WORKER RESPONSIBILITIES	SUPERVISOR RESPONSIBILITIES
1. Preparation Getting ready		
2. Initiation Starting		
3. Persistence Staying with the task		
4. Feedback Accepting corrections or compliments		
5. Changing Switching to new task with new instructions		
6. Cooperation Sharing a task with co-workers		
7. Communication Socializing appropriately		

SOAR

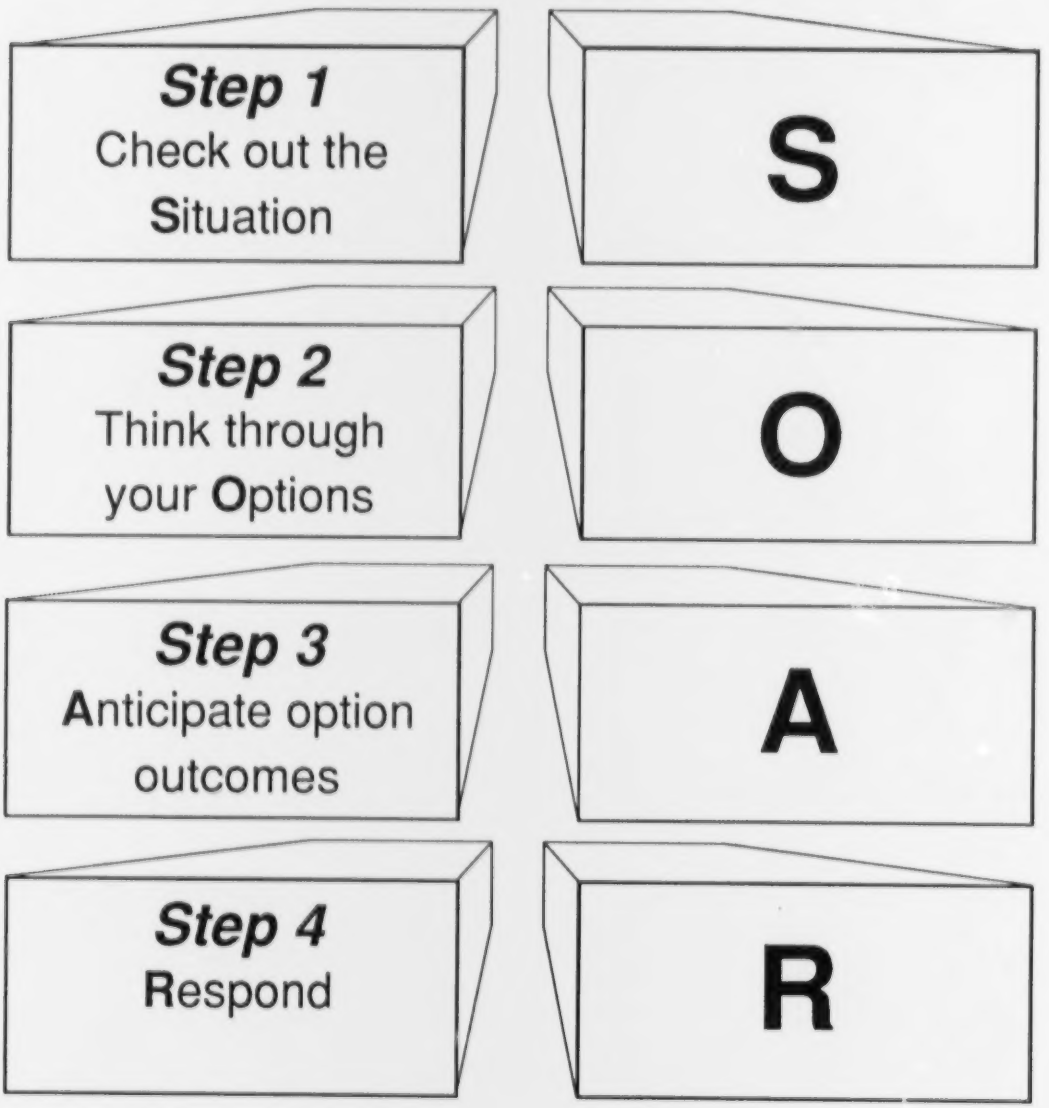
Situation

Options

Anticipated outcomes

Responses

Soar Steps

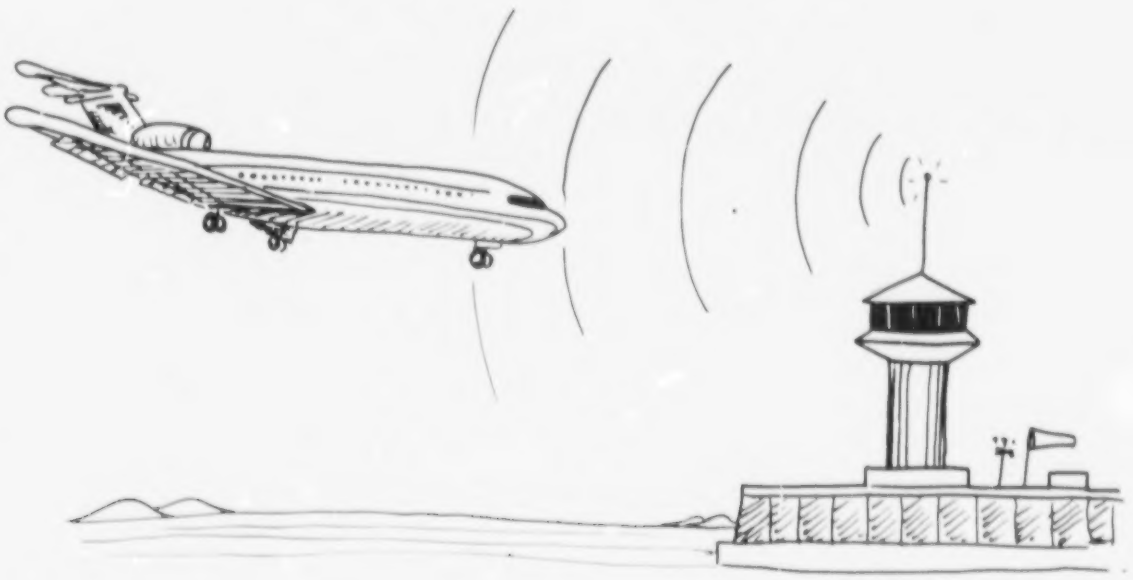

Step 1
Check out the Situation
S
Step 2
Think through your Options
O
Step 3
Anticipate option outcomes
A
Step 4
Respond
R

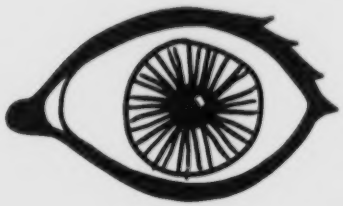
SOAR

STEP ONE: Situation

What's Happening?

What's Expected?





STOP LOOK LISTEN

Cue Card

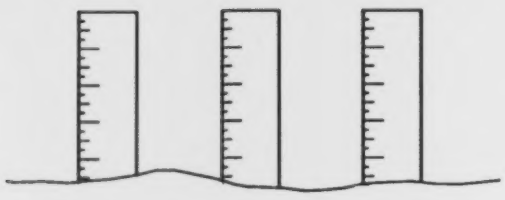
Reading Situations: Sources of Information

Where?

Place

People

Self



Role Play

A. Read your role play carefully; decide how you and your partner will act out the situation.

   1. Decide on your roles
   2. Develop a script
   3. Rehearse your scene carefully before presenting it to the group.

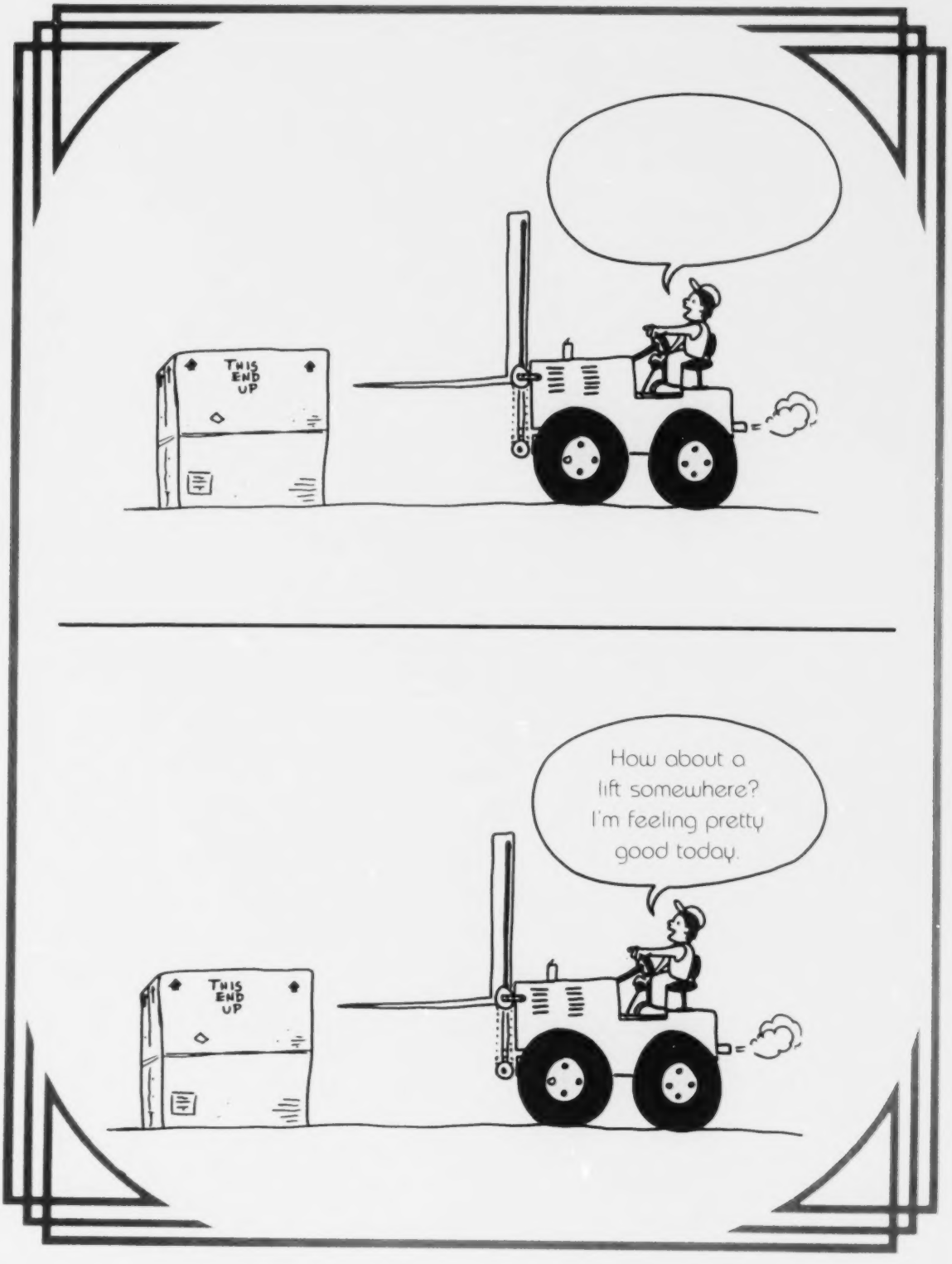
B. When it is your turn to present your script to the group, take time to get into your role--relax, take a deep breath, close your eyes, try to imagine yourself in the role, then begin.

C. Never interrupt someone's performance; pay attention.

D. Watch carefully what others say and do during their role plays.

E. Provide feedback to performers.

   1. Tell them first what you liked about their performance.
   2. Then tell them how they might improve.



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What?

Face eye contact and expressions

Voice tone, clearness, loudness, and speed

Body posture, distance, gestures, and relaxation

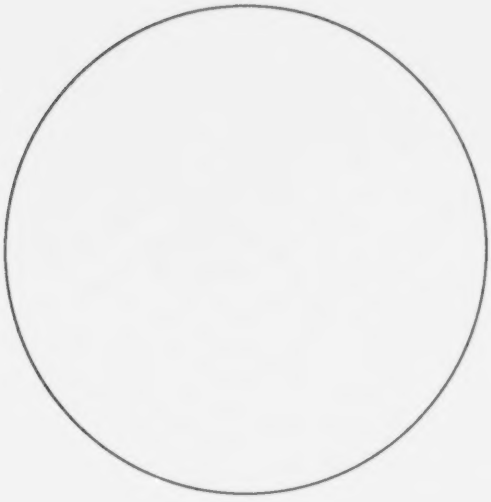
FACE CUES

Eye Contact
Expressions

List the possible thoughts and feelings

Worker

Supervisor



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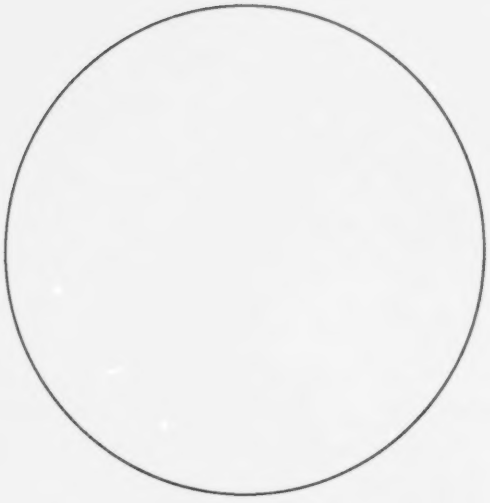
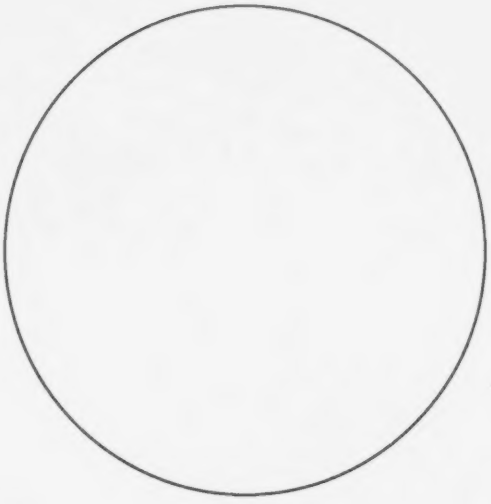


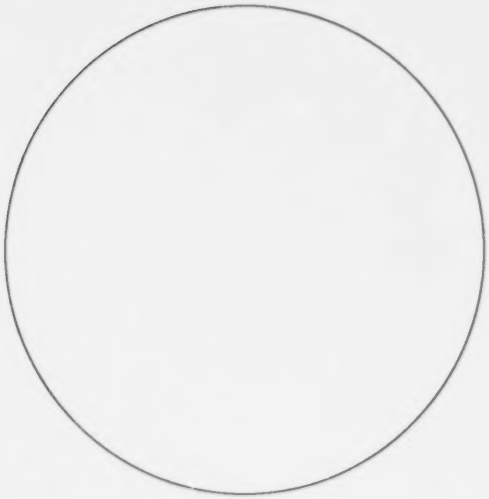
Co-worker



Positive Facial Expressions

List the possible thoughts and feelings

Worker



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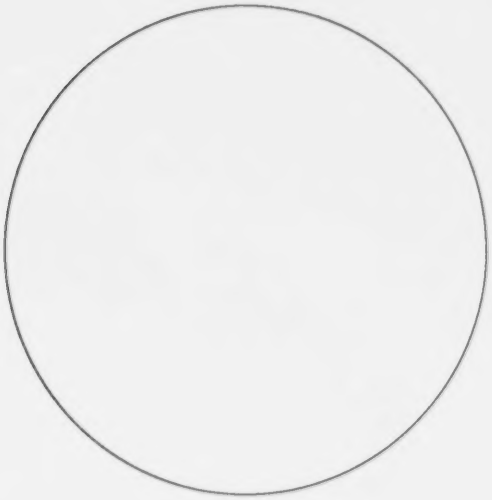

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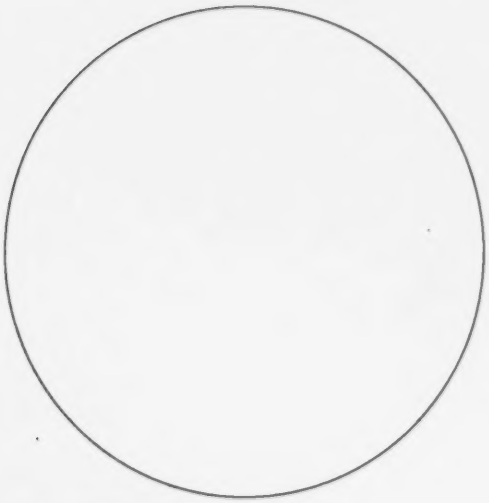
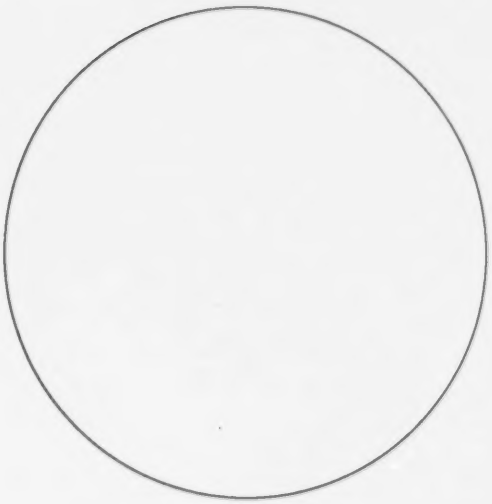


Co-worker



VOICE CUES

Tone

Clearness

Loudness

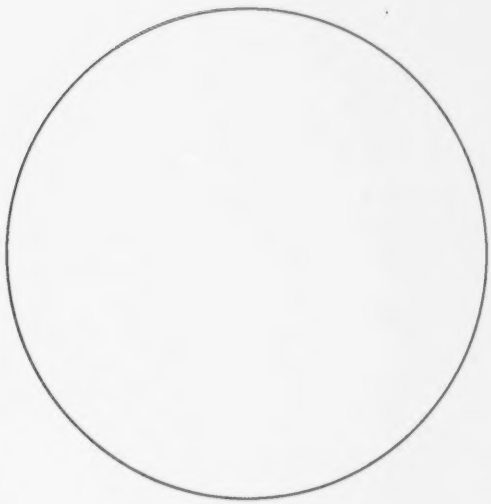
Speed

Thought Lists

Supervisor

Worker

Co-worker



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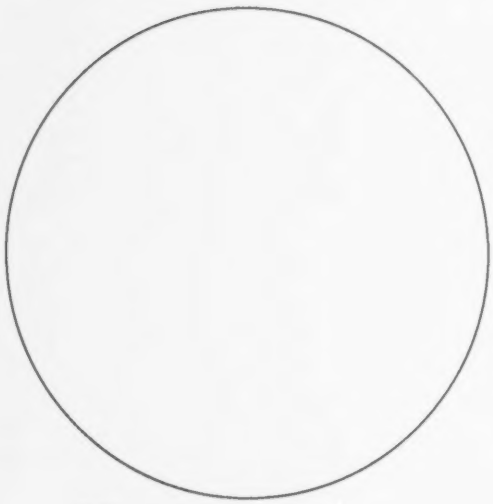
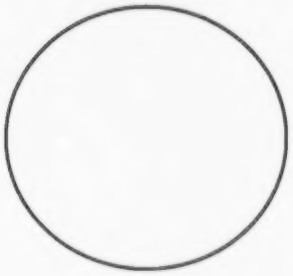


Thought Lists

Supervisor



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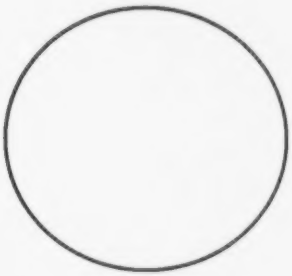

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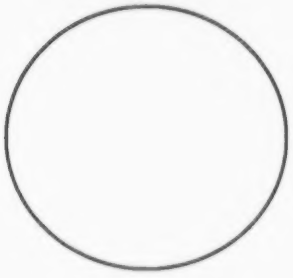

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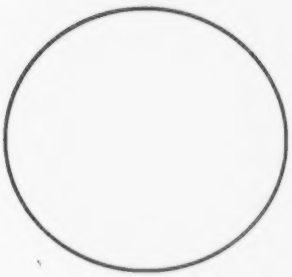

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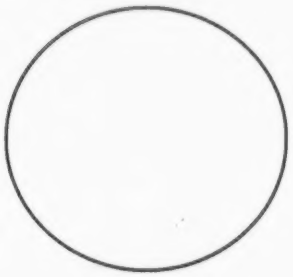

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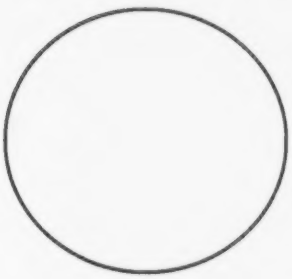

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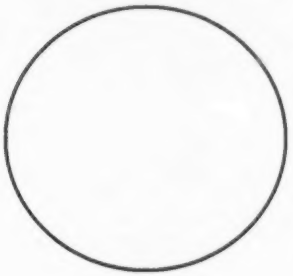

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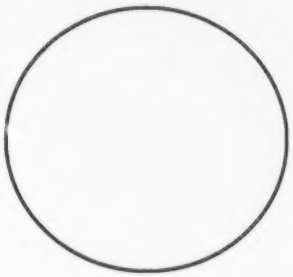


Face + Body = Stronger Body Image

BODY CUES

Posture

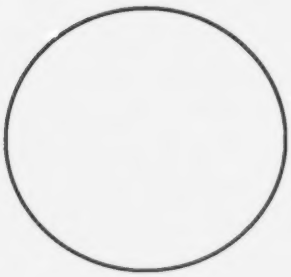
Distance

Gestures

Relaxation

Thought Lists

Supervisor



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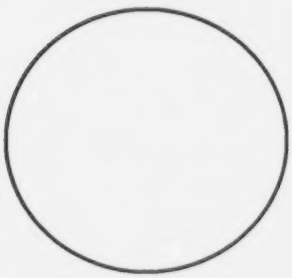
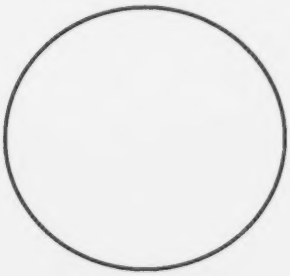


Co-worker



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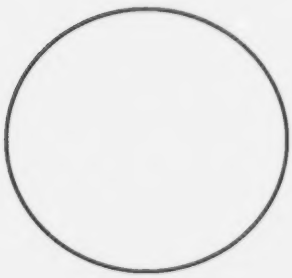

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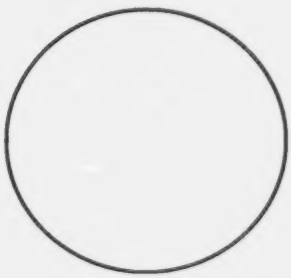

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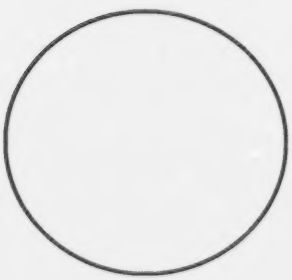
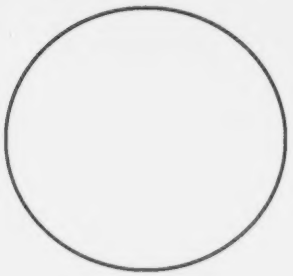


Thought Lists

Supervisor



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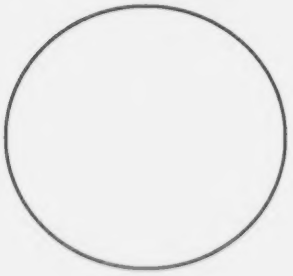
Supervisor



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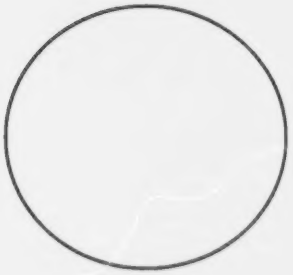
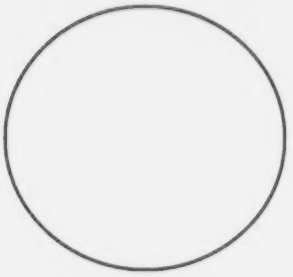
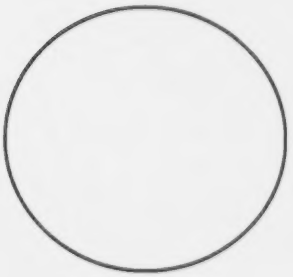


Co-worker



Worker



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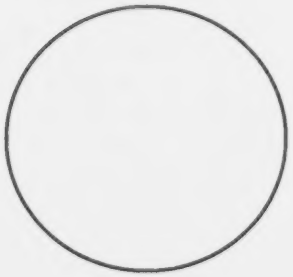
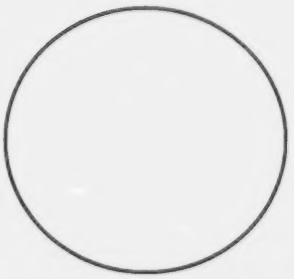


Worker



Face

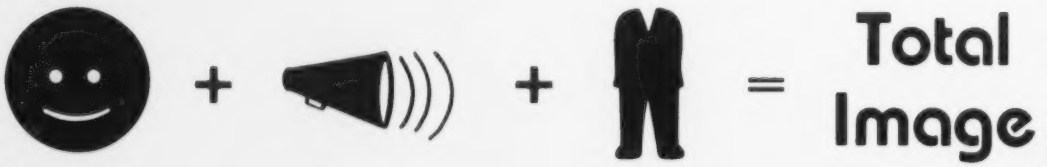
+

Voice

+

Body

TOTAL IMAGE



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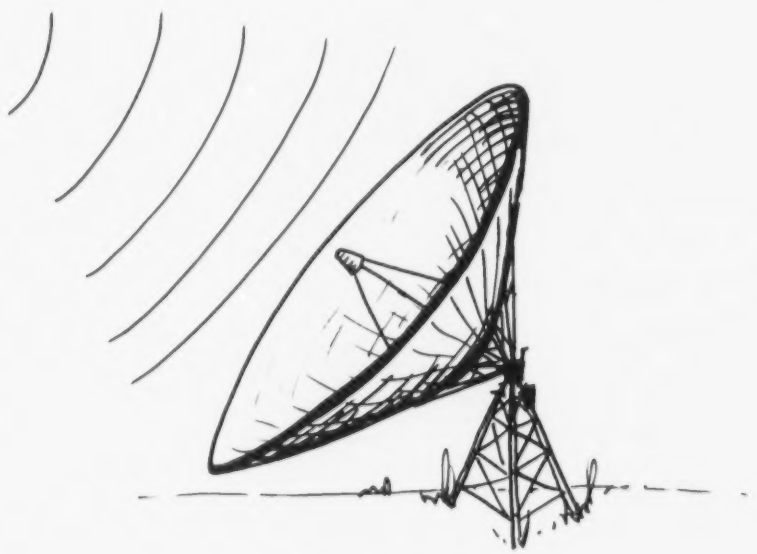


Thought Listing

Thought Listing

SOME PERFORMANCE INHIBITORS

1. All of my co-workers must approve of me or I will be miserable.
2. Making a mistake at work is terrible.
3. Every problem at work must have a perfect solution.
4. If others (my supervisor or co-workers) criticize me, I am worthless.
5. Effective workers shouldn't get upset.
6. Strong people don't ask for help.
7. I can work only when I'm in the mood.
8. I am not as good a worker as others.
9. My co-workers ought to do what I wish.
10. I need to be absolutely sure before I decide.
11. I should be happy and free from stress at work all the time.
12. I am not responsible for my behavior at work. I can't help what I do.
13. I must do well and win approval for all of my actions at work.
14. I must be better than other workers or I am worthless.
15. At work, my emotions are caused by external pressures that I have little ability to change or control.
16. It is awful when other workers behave incompetently or stupidly.
17. Things at work must go the way I would like for them to go.
18. It is easier to avoid facing problems at work than to try to solve them.

Adapted from Farley, R. (1984). Rational Behavior Problem-solving. Arkansas Research & Training Center in Vocational Rehabilitation, University of Arkansas, Fayetteville.

Rational Beliefs: Sources for PEs

1. You can't be loved by everyone.

2. You can't be competent in everything.

3. Everyone makes mistakes, but making mistakes doesn't make you worthless. The idea is to correct mistakes.

4. If we don't like something, we can try to change it. If we can't do anything about it, we should accept it.

5. Other than physical abuse or deprivation, people and events can do very little harm to us. It is our perception of those events that is psychologically harmful.

6. Constantly thinking about something perceived to be harmful doesn't help; it doesn't change it, may lead to its occurrence, and may make it worse than it actually is.

7. Running away from difficulties and self-responsibility doesn't solve any problem.

8. Depending on others all of the time leads to a life of insecurity and nongrowth.

9. The past doesn't necessarily determine the present; we have the capacity to change the way we behave now even though we can't change the past.

10. There is no perfect solution to any situation. Such a search makes us anxious and prolongs our problems.

From Ellis, A. (1962). Reason and emotion in psychotherapy. New York: Lyle Stuart.

PEs

Situation 1

1.
2.

Situation 2

1.
2.

Situation 3

1.
2.

Cue Card
Self Messages

What you say to yourself affects your work performance.

Your self-messages influence . . .

1. How you feel
2. What you think
3. How you act

Increase performance enhancers, PEs

Decrease performance inhibitors, PIs

You can do it (an example of a performance enhancer!)

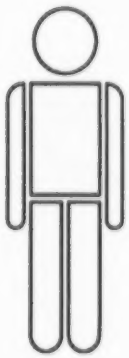
My BEST life accomplishments

1.

2.

3.

My best personal qualities



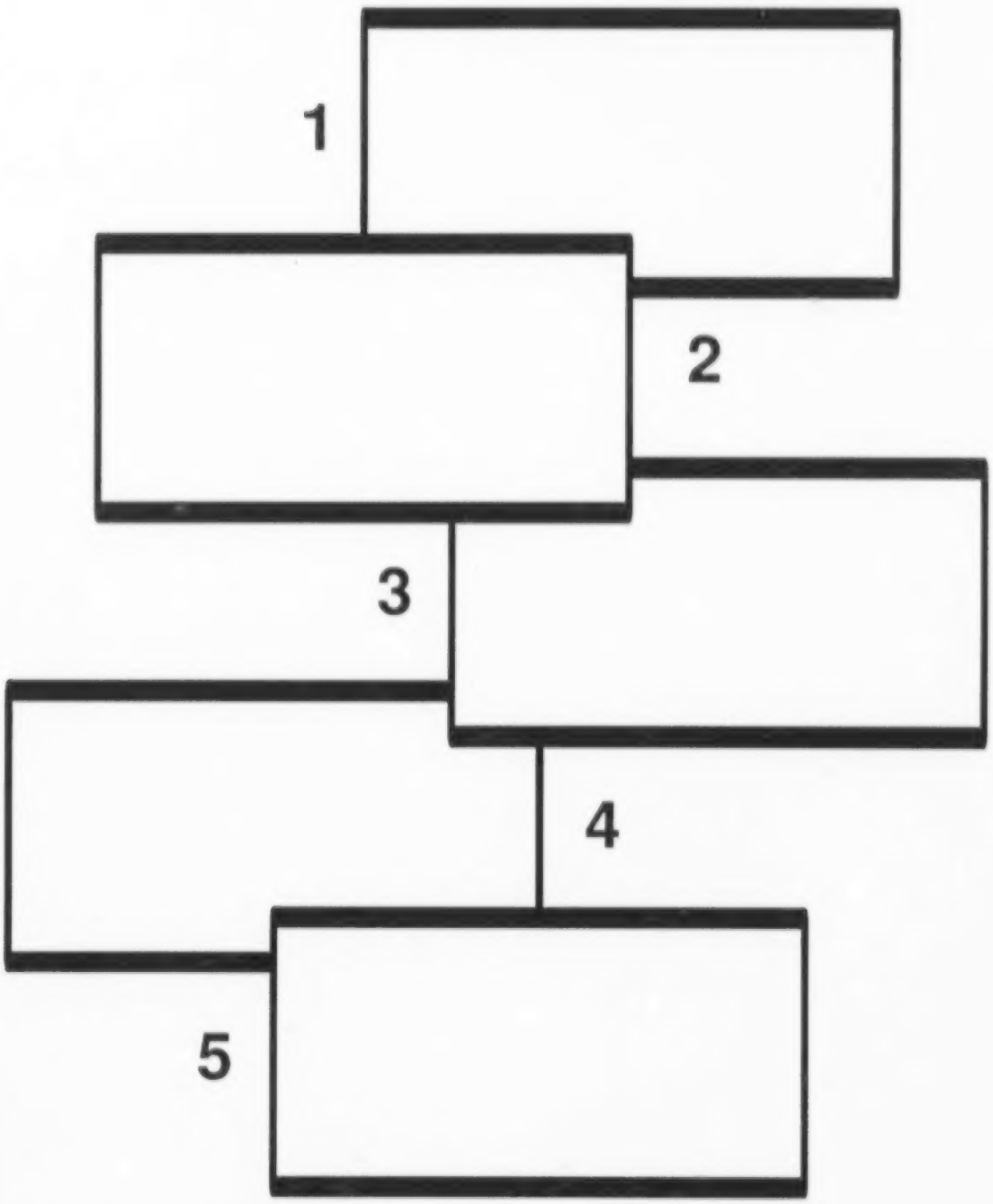
1.

2.

3.

Thought Listing

PEs that work for me



Vocational Situations

A) You are at work and your supervisor is standing behind you watching you work. You become nervous and make mistakes. Your supervisor says: What's wrong, I just wanted to see how you were getting along.

Response 1 _____

_____

_____

Response 2 _____

_____

_____

B) You are ready to start working on a new packing job. Your supervisor tells you to pack several different kinds of plastic bags in the same box. You aren't sure what she means--how many bags, what kinds, etc.

Response 1 _____

_____

_____

Response 2 _____

_____

_____

C) You are on a work break in a new job. You want to meet some of the people and talk to them, but most are ignoring you (talking as if you weren't even there). One person looks over at you and says: Are you new here?

Response 1 _____

_____

_____

Response 2 _____

_____

_____

Vocational Video Vignettes

Preparation

Supervisor greets
Supervisor gives detailed instructions

Initiation

S. apologizes for giving incorrect material
S. gives vague instructions

Persistence

S. stands over worker
Co-worker introduces distractions

Feedback

S. corrects/criticizes
S. requests constructive criticism of new employee
S. compliments
S. requests compliment of new employee
S. introduces time pressure

Changing

S. introduces new procedure

Cooperation

S. makes teamwork assignment
S. ends teamwork assignment

Socializing

S. socializes in appropriate setting
Co-worker socializes in appropriate setting

Total Image Rating Form

Person Being Rated _____

	OK	Needs Improvement
FACE		
Eye contact (looks at other person when spoken to)		
Friendly (smiles, nods head)		
Pleasant (relaxed, looks interested)		
BODY		
Posture (stands up straight)		
Distance (does not stand too close or too far away)		
Relaxed (does not look nervous)		
VOICE		
Volume (not too loud or soft)		
Words are clear (easy to understand)		
Rate (not too fast or slow)		
APPEARANCE		
Grooming (neat, clean)		
Hair (clean, combed)		
Clothing (clean, ironed)		
Make-up (not too much)		

Notes: VCT Scripts

Situations

1. Preparation
2. Initiation
3. Persistence
4. Feedback

Notes: VCT Scripts
(Continued)

Situations

5. Changing

6. Cooperation

7. Socializing

Total Image Rating Form

Person Being Rated _____

	OK	Needs Improvement
FACE		
Eye contact (looks at other person when spoken to)		
Friendly (smiles, nods head)		
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Rate (not too fast or slow)		
APPEARANCE		
Grooming (neat, clean)		
Hair (clean, combed)		
Clothing (clean, ironed)		
Make-up (not too much)		

60

Notes: Work Problem Script

Situations				
SOAR	1	2	3	4
S				
O				
A				
R				

Videotape Self-Rating

Directions: This sheet enables you to indicate whether you performed a number of specific behaviors in responding to the supervisor. Place a check mark next to each behavior you observe. DO NOT CHECK ANY BEHAVIORS YOU DID NOT PERFORM.

1. Supervisor greets you. You...
   - Return greeting (Hi, Hello, Good morning) ___
   - Answer supervisor's question (Fine, I had a nice time) ___
   - Ask supervisor a question (How was your evening?) ___

2. Supervisor gives you detailed instructions. You...
   - Repeat the instructions ___
   - Accept the job (Ok, I understand) ___
   - Ask for more information ___
   - Say you will begin work immediately ___

3. Supervisor apologizes for giving you incorrect material. You...
   - Accept the apology appropriately (Ok, no problem, Not your fault) ___
   - Repeat new instructions ___

4. Supervisor gives you vague instructions. You...
   - Accept the job (Ok, All right) ___
   - Ask for clearer instructions (Could you tell me again) ___
   - Tell exactly what you don't understand (Now, exactly what I don't understand is...) ___

5. Supervisor stands over you. You...
   - Ask if there is a problem (Is there something wrong? May I help you?) ___
   - Look up ___
   - Smile ___

6. Co-worker introduces distraction. You...
   - Keep working ___
   - Look up quickly ___
   - Give helpful information ___

7. Supervisor corrects/criticizes you. You...
   - Acknowledge correction (Ok, I see, All right) ___
   - Restate needed change (I'll try to keep my desk cleaner) ___

8. Supervisor requests constructive criticism. You...
   - State action that co-worker needs to take ___
   - Offer to demonstrate to co-worker ___

9. Supervisor compliments you. You...
   Acknowledge compliment (Thank you, I appreciate that) ___
   State intent to continue complimented action ___

10. Supervisor requests compliment of another worker. You...
   Compliment co-worker (May be general, e.g., "You are a good worker) ___
   Refer to specific co-worker action in compliment ___

11. Supervisor introduces time pressure. You...
   Acknowledge time pressure (Ok, I see, All right) ___
   State intent to meet time demand (I'll get right on it) ___

12. Supervisor introduces new procedure to you. You...
   Accept new procedure (Ok, All right, I'll do it) ___
   Repeat new steps ___

13. Supervisor makes teamwork assignment. You...
   Accept assignment (Ok, We will work together) ___
   Talk over parts of the job ___
   Tell each person's part of the job ___
   Offer to help your co-worker ___

14. Supervisor ends task. You...
   Accept the instructions (Time to quit, Let's wrap up) ___
   Compliment your co-worker (I enjoyed working with you) ___

15. Supervisor visits with you in appropriate setting. You...
   Greet (Hi, Hello) ___
   Ask opening question ___
   Show interest (Oh really, Is that right, I see) ___
   Ask follow-up question ___
   State your opinion, belief, or feeling (I like to do that too) ___
   Compliment (I'll bet you are good at that) ___
   Close conversation ___

16. Co-worker socializes in appropriate setting. You...
   Greet ___
   Ask opening question ___
   Show interest ___
   Ask follow-up question ___
   State your opinion, belief, or feeling ___
   Compliment ___
   Close conversation ___

Total Image Rating Form

Person Being Rated _____

	OK	Needs Improvement
FACE		
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Friendly (smiles, nods head)		
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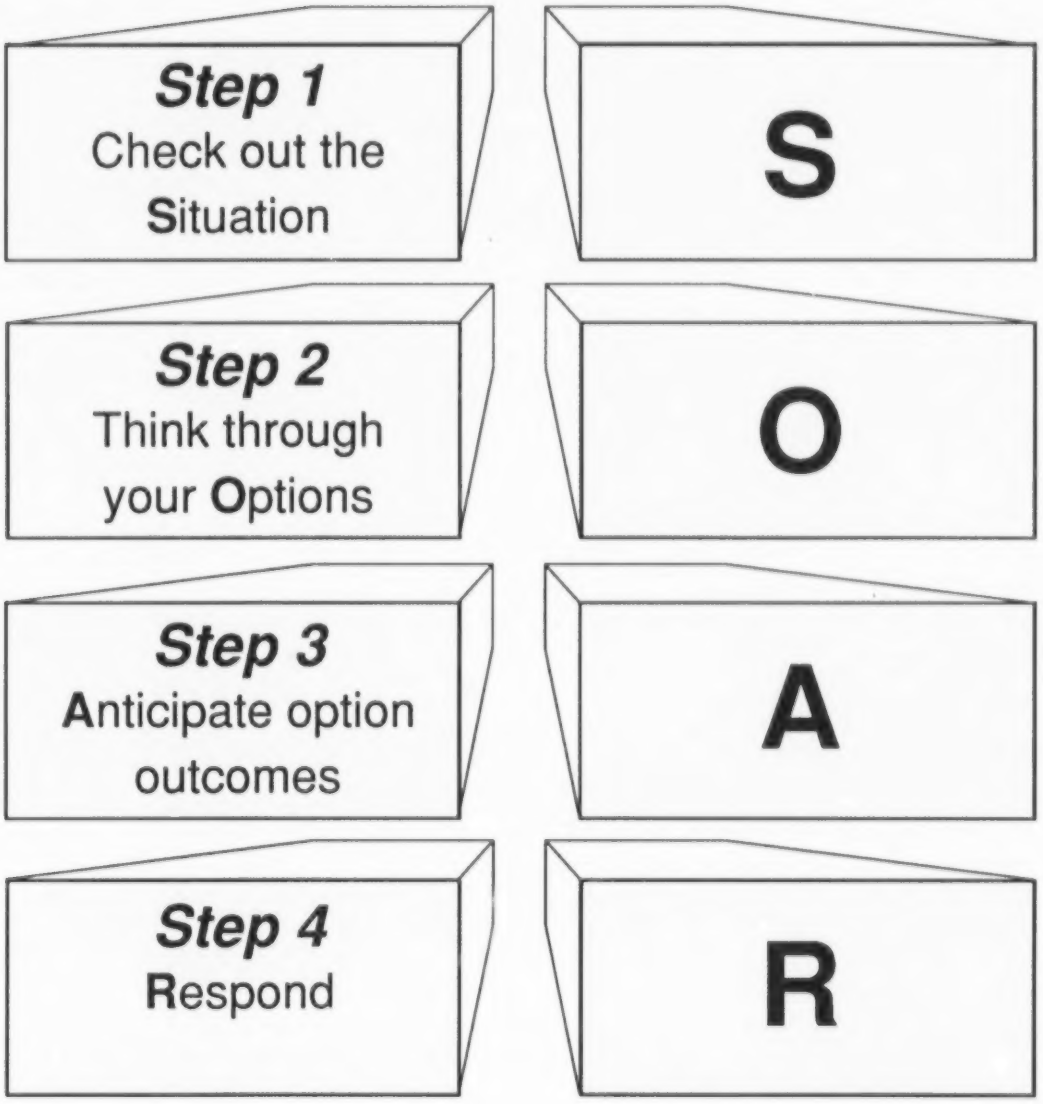
Grooming (neat, clean)		
Hair (clean, combed)		
Clothing (clean, ironed)		
Make-up (not too much)		

Thought Listing

Soar Steps


Step 1
Check out the Situation
S
Step 2
Think through your Options
O
Step 3
Anticipate option outcomes
A
Step 4
Respond
R

ADDITIONAL COPIES

Vocational Coping Training

#53-1532	Leader's Manual Long Form	10.00
#53-1533	Leader's Manual Short Form	8.00
#53-1534	Participant's Workbook Long Form	7.00
#53-1535	Participant's Workbook Short Form	4.00
#53-1544	Classroom Activity Cards	15.00
#53-1545	Slide Show	25.00
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Media and Publications Section
Hot Springs Rehabilitation Center
Post Office Box 1358
Hot Springs, AR 71902